

# 02-C-1161

(Do Not Write Above This Line)

A COMMUNICATION

BY MAYOR SHIRLEY FRANKLIN

A COMMUNICATION BY THE MAYOR APPOINTING JOYCE M. SHEPHERD TO SERVE AS A MEMBER OF THE CITIZENS SERVICE PLANNING REVIEW COMMISSION. THIS APPOINTMENT IS FOR A STAGGERED TERM OF ONE-TO-THREE (1-3) YEARS, SCHEDULED TO BEGIN ON THE DATE OF COUNCIL CONFIRMATION.

- ☐ CONSENT REFER
- ☐ REGULAR REPORT REFER
- ☐ ADVERTISE & REFER
- ☐ 1st ADOPT 2nd READ & REFER
- ☐ PERSONAL PAPER REFER

Date Referred 6/17/02  
 Referred To: FLE & COC  
 Date Referred  
 Referred To:  
 Date Referred  
 Referred To:

## First Reading

Committee \_\_\_\_\_  
 Date \_\_\_\_\_  
 Chair \_\_\_\_\_  
 Referred To \_\_\_\_\_

### Committee

Date

Chair

Action

Fav, Adv, Hold (see rev. side)

Other

Members

Refer To

### Committee

Date

Chair

Action

Fav, Adv, Hold (see rev. side)

Other

Members

Refer To

### Committee

Date

Chair

Action

Fav, Adv, Hold (see rev. side)

Other

Members

### Committee

Date

Chair

Action

Fav, Adv, Hold (see rev. side)

Other

Members

Refer To

Refer To

## CERTIFIED

- FINAL COUNCIL ACTION
- ☐ 2nd ☐ 1st & 2nd ☐ 3rd
  - Readings
  - ☐ Consent ☐ V Vote ☐ RC Vote

MAYOR'S ACTION



02-C-1161

## CITY OF ATLANTA

SHIRLEY FRANKLIN  
MAYOR

55 TRINITY AVENUE, S.W.  
ATLANTA, GEORGIA 30335-0300  
TEL (404) 330-6100

June 14, 2002

President Cathy Woolard and  
Members of Atlanta City Council  
City Hall, Suite 2900 South  
68 Mitchell Street SW  
Atlanta, Georgia 30335

### **RE: Appointment to Citizens Service Planning Review Commission**

Dear President Woolard and Members of the Council:

It is a pleasure for me to appoint **Joyce M. Sheperd** to serve as a member of the **Citizens Service Planning Review Commission** of the City of Atlanta. This appointment is for a staggered **term of one to three (1-3) years (to be subsequently determined)**, and is scheduled to begin on the date of Council confirmation.

I am confident that Ms. Sheperd will serve the Citizens Service Planning Review Commission with distinction. A resume is attached for your perusal.

Sincerely,

Shirley Franklin

Enclosures

# Joyce M. Sheperd

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## Objective

To acquire a position as a Communication Engineer within the telecommunication industry

## Experience

1972 – Present                      Avaya Communication /Lucent Technologies  
Atlanta, GA

### Customer System Engineer

- Responsible for the engineering, programming and installation of circuits and telecommunications schematics for the Bank of America Midtown branch.
- Monitor and maintain the Call Management System call centers of the Atlanta, GA Irving, TX and Tempe AR at Bank of America.
- Train customers on applications and use of telephone and voice mail systems.
- Interface with facility vendors to add, delete, change or repair equipment and circuits.
- Install, test and coordinate the installation of large and small communications equipment and circuits.

## Community Service

- Chair of CAMP - Community Alliance of Metropolitan Parkway
- Member of Keeping Atlanta Beautiful Board
- Chair of NPU – X ( 1996- Present)
- Vice Chair of Atlanta Planning Advisory Board
- Chair of Code Enforcement Task Force/Neighborhood Deputies
- Capitol View Community Garden Club Member
- Member of Communication Workers of America Local 3204
- 1996 Centennial Olympic Games Envoy Program Volunteer
- Chair of AT&T Diversity Council (1994 – 1996)
- United Way of Metropolitan Atlanta Advisory Board Member (1994 – 1996)

## Awards

- 1999 Common Cause Award
- 1999, 1998, 1996, 1992 City of Atlanta Community Service Award
- 1998 John Birdine Distinguished Leadership Award
- 1998 Arthur Langford Jr. Memorial Community Service Award
- 1998 BellSouth Outstanding Community Volunteer Award
- 1998 Lucent Technologies Pinnacle Award
- 1996 APAB Together Atlanta Neighborhood Achievement Award
- 1992 Golden Apple Award

**Education**

1970 Booker T. Washington High School Graduate, Atlanta Ga.

**Certifications of AT&T/Lucent Technologies Courses**

- Circuit Reading
- FCC Registration
- CMS
- Centre Vu Supervisor
- Transmission Terminal Testing
- Definity System
- Partner System
- Spirit System
- Merlin/Merlin Legend Systems
- Audix System
- Dimensions 400, 2000, Prelude
- System 25, 75, 85

**Interests**

Community Organizing, Reading, Gardening, Travel, Music, Movies, Aerobics